

June 16, 2021

Postal Regulatory Commission  
901 NEW YORK AVENUE NW, SUITE 200  
WASHINGTON, DC 20268-0001

Ref: **Docket No. N2021-1; Order No. 5875**

To the Postal Regulatory Commission:

It was brought to our attention that there is a window of opportunity until June 22, 2021 where the Postal Regulatory Commission (PRC) is soliciting public comment regarding USPS services. Here are my concerns.

The Postmaster General (PMG), Louis DeJoy has made executive management decisions in less than one year that have proven to be detrimental to the U.S. Postal Service and, as well, for the SERVICE it provides to all Americans. During public Congressional Oversight hearings with Mr. DeJoy, it was observed that he was completely inexperienced, disingenuous and lied to Congress with impunity. With that, it did not appear that he had the best interest of the Postal Service and its customers at heart. That has not changed.

**A massive restructuring of USPS management positions is underway, especially field management positions. Due to very strange alignments, staff in the District based in South Dakota were not even eligible to be placed in positions in their own District Office/ city of domicile, and were placed in positions as far away as Alaska! The District also had states removed from the geographic territory they are responsible for and others added. Between the territorial changes and the complete upending of all the staff in this District into new positions (and how many other Districts are equally impacted?) it could appear that DeJoy WANTS the organization to fail to an even greater degree during the holiday mail season in 2021.**

Service standards appear to have been changed or eliminated. Peak season Christmas mailing service 2020 was like no other experienced in our lifetime. USPS blamed its severe reduction in service, that continues currently in some areas, on the Covid pandemic and chronic absenteeism. *\*If the pandemic absenteeism so negatively impacted service standards, it was extremely irresponsible and detrimental to USPS business and customer service to have implemented such poor decisions to a nationwide company just in time for peak season.* that only further ruined USPS reputation and customer confidence. If pandemic absenteeism catastrophically effected service, why then did PMG DeJoy choose to do the following:

- Remove working automated mail sorting machines
- Remove thousands of collection boxes
- Reduce overtime at Christmas
- Reduce proactive holiday peak period hiring
- Reduce additional truck trips that would have provided mail to delivery units more timely
- Refuse to provide requested service document reports to Congress
- Offer a Voluntary Early Retirement (VERA) in March 2021 to induce more employees to terminate
- Before determining the results of the April 30, 2021 VERA, and even before determining the relief that the new Congressional Postal Service Reform Act of 2021 would provide, he initiated a reduction in force (RIF) eliminating more jobs effective May 2021 (still in the tail end of the pandemic), imposing economic strife to hundreds, if not thousands of postal families.
- He is expanding surface transfer centers (this is an expansion of contracted ground/trucking transportation - a conflict of interest or in his personal financial interest), and a major reduction of air transportation

- He intends to increase further Post Office closings reducing commerce to small towns across America
- He intends to privatize the middle mile of the U.S. mail
- Adding to the frustration of consumer confidence, after a year of extremely poor, unreliable service, he is increasing the First Class stamp rate to 58 cents.

DeJoy's "10 Year Plan" appears to be an "intentionally delay the mail" plan.

- **Are we going to have another Christmas of catastrophically poor service from the USPS in 2021?**
- **Are we confident campaign election mail, ballots, medicines & First Class Mail will be processed timely with previous service standards (1-3 days) with the expansion of ground transportation in DeJoy's 10 Year Plan?**

The USPS is a lifeline to millions and most every community in our country. **Please Save the Post Office! Don't Slow Down the Mail!** Help restore confidence and the service standards of a once trusted United States Postal Service.

Thank you,

Cathy Moon